

ORDER

U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION

VN 200 4040.3

5/1/98

AVIATION SYSTEM STANDARDS
FLIGHT INSPECTION OPERATIONS

SUBJ: Flight Inspection Proficiency, Standardization, and Evaluation

- 1. PURPOSE.** This order describes criteria for evaluating flight inspection crew proficiency and standardization during conduct of flight inspection mission operations. Analysis of personnel performance will be a basis to identify program support shortfalls, adequacy of active publications and directives, and define training needs.
- 2. DISTRIBUTION.** This order is distributed to all employees in the Flight Inspection Operations Division, Aviation System Standards; Detachment 1, Air Force Flight Standards Agency; and to the Aviation Systems Branch, FAA Academy, Mike Monroney Aeronautical Center.
- 3. CANCELLATION.** Order VN FP 4040.3, Flight Inspection Proficiency And Standardization, dated March 15, 1990, is canceled.
- 4. BACKGROUND.** The Flight Inspection Operations Division, AVN-200, is responsible for the standardization of flight inspection methods, techniques, and oversight for aircrew proficiency in flight inspection mission operations. This will be accomplished through an active Flight Inspection Mission Proficiency, Standardization, and Evaluation Program as directed by this order.
- 5. APPLICATION.** The Flight Inspection Technical Support Branch, AVN-210, shall administer the Proficiency, Standardization, and Evaluation Program and be responsible for designating certified personnel as Flight Inspection Standardization Mission Evaluators to conduct required mission operational evaluations. Program components and specific subject areas are contained in Appendix 1, Proficiency and Standardization Program; Appendix 2, Flight Inspection Mission Evaluation; and Appendix 3, Evaluation Criteria and Definitions.
- 6. FLIGHT INSPECTION MISSION CERTIFICATION.** Initial and re-certification flight evaluations shall be conducted in accordance with Order VN 8240.3A, Certification of Flight Inspection Personnel. Only those personnel designated by the Flight Inspection Operations Division, AVN-200, per paragraph 5, shall conduct certification evaluations.

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Distribution: A-W(VN-200)-8; HQ AFFSA, DET 1 (10 copies);
A-Y(MA-210)(10 copies)

Initiated By: AVN-210

APPENDIX 1. PROFICIENCY AND STANDARDIZATION PROGRAM

The Flight Inspection Operations Division, AVN-200, is responsible for the standardization of flight inspection methods, techniques, and observation of aircrew proficiency in flight inspection mission operations. This will be accomplished through this Flight Inspection Mission Proficiency and Standardization Program. This program will also provide insight for the Crew Resource Management Program and processes.

The Flight Inspection Technical Support Branch, AVN-210, is the Office of Primary Responsibility (OPR) for the implementation, administration, and program oversight for the Flight Inspection Mission Proficiency and Standardization Program. The program consists of the following subject areas.

1. Flight Inspection Product Review: AVN-210 will perform a quality control review of the flight inspection product. This will be a sampling of flight inspection reports, recordings, Daily Flight Logs (DFLs), Special Inspection requests, aircraft release and/or dispatch, and all other documentary data associated with a facility or system flight inspection.

The first level supervisor (Technician) shall submit four complete product packages to AVN-210 at the beginning of each quarter for review. To gain the maximum benefit of a standardization effort, a selection from each geographic location will be reviewed. In addition, all After Accident Flight Inspections shall undergo a product review by AVN-210 within two weeks after the report is approved for distribution.

Additional product reviews will be conducted to meet unique situations.

2. Flight Inspection Mission Evaluation: Personnel designated as Flight Inspection Standardization Mission Evaluators by AVN-200 will participate as a crewmember for the purpose of evaluating the crew performance of a flight inspection mission. This will include the performance of the crew interaction, compliance with Orders and directives, quality of customer service, and flight safety.

3. Operations and Program Review: AVN-210 is responsible for a technical compliance review of flight inspection operations through site visits. A technical team will consist of the appropriate supervisor(s), or their designated representative(s), and representatives from AVN-210. An Operational Review will be conducted biennially, not to exceed a three-year period. An operational review will encompass, but not be limited to, the following areas of interest:

- a. Flight crew scheduling
- b. Pilot and technician training
- c. Current flight inspection orders and publications review
- d. Processing of flight inspection reports and associated product data
- e. Quality control program (flight inspection reports, recordings, and associated documentation)
- f. NAVAIDS facilities and associated airport data records (office and field folders)
- g. Flight inspection technical product review
- h. Flight inspection mission evaluation, upon request or as required

Appendix 1

Any items observed as deficient or non-compliant during the evaluation will have a thirty-day suspense for corrective action. The thirty-day suspense will be from the date of receipt of the formal report. Exceptions are critical operations-related issues that will be addressed immediately. Written response from the supervisor to AVN-200, and validation of corrective action by AVN-210, will be required before an item can be determined satisfactory and/or technically compliant.

Any request for extension to the thirty days must be fully justified, coordinated with the appropriate supervisor, and approved by AVN-200.

A formal report will be developed by AVN-210 and presented to the Manager, AVN-200, Director of Operations, AVN-201, and Supervisory personnel. A draft report should be presented to the supervisor representative, in the interim, as part of the departure briefing. The formal report will be completed within thirty days.

APPENDIX 2. FLIGHT INSPECTION MISSION EVALUATION

The Flight Inspection Technical Support Branch, AVN-210, is the Office of Primary Responsibility (OPR) for the implementation, administration, and program oversight for Flight Inspection Mission Evaluation. Program goals and objectives are as follows:

1. Accomplish and document initial and recurrent evaluations of all employees performing the flight inspection mission. Flight inspection mission evaluations will be documented on appropriate form(s).
2. Conduct initial and re-certification flight evaluations in accordance with Order VN 8240.3A, Certification of Flight Inspection Personnel.
3. Recurring mission evaluations, as a minimum, shall be conducted biennially, not to exceed a three-year period.
4. Flight inspection mission evaluation criteria:
 - a. All aircrew evaluations should be conducted in conjunction with a scheduled flight inspection mission.
 - b. The examinee and crew will be fully briefed prior to an evaluation to avoid conflict with scheduled workload or interference with crew coordination.
 - c. The evaluation shall be to an extent necessary to determine the employee can demonstrate full flight inspection mission performance level skills, knowledge, and abilities associated with the crewmember position.
 - d. Results will be debriefed upon termination of the mission evaluation. Exceptions are critical issues that will be addressed immediately. Copies of all evaluation documentation will be provided the examinee and included in the crewmember's aircrew folder. When mission evaluation is conducted by other than the supervisor, all documentation will be provided to that supervisor.
 - e. Flight inspection aircrew personnel who display unsatisfactory performance under evaluation shall:
 - (1) Airspace System Inspection Pilot: Not be assigned pilot-in-command (PIC) certification and responsibilities until performance is determined to be satisfactory. Additional training and a re-examination will be required. Upon recommendation of the supervisor, a Flight Inspection Standardization Evaluation Airman shall administer a re-qualification examination.
 - (2) Electronics Technician (Airborne): Not be assigned responsibilities for facility signal certification until performance is determined to be satisfactory. Additional training and a re-examination will be required. Upon recommendation of the operations supervisor, a Flight Inspection Standardization Evaluation Airman shall administer a re-qualification examination.
 - (3) Failure to demonstrate satisfactory performance after two successive mission re-qualification examinations shall result in a loss of certification authority. A mission evaluation board convened by the Manager, Flight Inspection Operations Division, AVN-200, will recommend appropriate action to the supervisor.

APPENDIX 3. EVALUATION CRITERIA AND DEFINITIONS

The flight inspection mission proficiency, standardization, and evaluation program is one of management's tools to validate the effectiveness of AVN's aircrews to perform the flight inspection mission. Specific program objectives are to:

1. Ensure standardization of procedures for the accomplishment of the flight inspection mission.
2. Ensure compliance with appropriate operational, training, and administrative directives.
3. Provide a process to assess individual flight inspection mission aircrew proficiency and capability to accomplish their assigned job tasking.
4. Recognize trends and recommend/initiate changes to training programs and directives.

1. EVALUATION CRITERIA: All flight inspection mission evaluations will be comprehensive and objective with maximum focus on flight safety and compliance with all applicable directives.

Flight Inspection Mission Evaluators or Flight Inspection Standardization Evaluators will be selected from the most highly qualified and experienced personnel available. The Supervisor should be the primary Flight Inspection Mission Evaluator for personnel evaluations. Personnel assigned to the Flight Inspection Technical Support Branch, AVN-210, will be the primary Flight Inspection Standardization Evaluators.

2. DEFINITIONS:

a. United States Air Force Flight Inspection: The AVN Flight Inspection Mission is augmented and supported by active duty Air Force personnel assigned to Detachment 1, Air Force Flight Standards Agency (AFFSA). They are required to perform flight inspection aircrew duties as integrated crewmembers in FAA aircraft, as well as duties specific to military operations. Flight inspection crewmembers are required to meet all applicable mission certification requirements and be in compliance with appropriate orders and directives. Definition/clarification of military rank, title, and function with respect to civil position, title, and function is as follows:

MILITARY EQUIVALENT TO CIVIL

Civil Position, Title, or Function	Military Rank, Title, or Function	Remarks
Flight Inspection Mission Evaluator	Flight Examiner	Flight Inspection Mission
Flight Inspection Standardization Evaluator	Flight Examiner (as directed)	Flight Inspection Mission
Supervisor	Det 1, AFFSA Commander/Operations Officer	
Airspace System Inspection Pilot	Flight Inspection Pilot	
Electronics Technician (Airborne)	Electronics Technician	Flight Inspection Technician

Appendix 3

b. Mission Evaluation - Outcomes. The results of an aircrew flight inspection mission evaluation will be considered Satisfactory or Unsatisfactory with comments and recommendations from the Mission Evaluator.

(1) A rating of **Satisfactory** is defined as:

(a) In full compliance with all appropriate operational, training, and administrative directives.

(b) The employee can demonstrate a competent level of the skills, knowledge, and abilities associated with the crewmember position.

(c) Is knowledgeable of the flight inspection mission, principals, procedures, and application of the appropriate tolerances.

NOTE: A flight inspection aircrew member may be considered marginal with a rating of Satisfactory if the Flight Inspection Mission Evaluator considers their job performance less than Satisfactory, as above, but adequate to perform the mission. This is noted by observations of weak areas of effort, job accomplishment, unfamiliarity with policy and procedures, or incomplete task. This must be fully explained and accompanied by recommendations of corrective action, suggested areas of improvement, or familiarization training.

(2) A rating of **Unsatisfactory** is defined as:

(a) Not In compliance with all appropriate operational, training, and administrative directives.

(b) The employee does not demonstrate a competent level of the skills, knowledge, and abilities associated with the crewmember position.

(c) Is not fully knowledgeable of the flight inspection mission, principals, procedures and application of the appropriate tolerances.

(d) Compromises any mission critical element.

c. Mission Evaluation Board is a committee appointed by AVN-200 to determine results and recommend actions pursuant to Appendix 2, paragraph 4e. The board shall consist of, but not be limited to:

(1) Manager, AVN-200, or designated representative (Member)

(2) Manager, AVN-210, or designated representative (Member)

(3) The Chief Pilot (Member)

(4) The employee's supervisor (Member)

(5) The Flight Inspection Standardization Mission Evaluator that conducted the evaluation (Observer)

(6) Union representation (Observer)

NOTE: The determination of the Mission Evaluation Board will be presented to AVN-200, the employee, through the appropriate Supervisor, and documented in the employee's aircrew record folder. The Det 1, AFFSA Operations Officer, or designated representative, will be an active (Member) where Air Force crewmembers are involved.